



Processing Center · P.O. Box 3825 · Suwanee, GA 30024



February 7, 2014

To the Parents/Guardians of John Q Sample
123 Main Street
Anytown, US 12345-6789

To the Parents/Guardians of John Q Sample,

I am writing to inform you of a recent incident that may affect the health record of your child.

On December 10, 2013, an Easter Seal Society of Superior California (“Easter Seals”) employee’s vehicle was broken into and a number of items, including a work-issued laptop computer, were stolen. Upon learning of this incident on December 10, 2013, Easter Seals immediately launched an internal investigation, hired specialized data security counsel to assist in the response to this incident, and retained external forensics experts to assist in determining the scope of this event. These investigations revealed that although the computer was powered off, password protected, and not connected to the internet at the time of theft, emails containing the health information of certain Easter Seals clients and potential clients could still be accessed.

While we are unaware of any actual or attempted fraud pertaining to your child’s health information, we nonetheless wanted to notify you of this situation so that you may take steps to monitor your child’s identity should you feel it is appropriate to do so.

Although these investigations are ongoing, it has been confirmed that these emails contained your child’s name, date of birth, health care provider information, health care billing information, patient identification number and occupational therapy notes.

We take the security of your child’s information very seriously. Following this incident we undertook a review of our internal policies and procedures related to protected health information, as well as the enforcement of our employees’ adherence to these policies and procedures. All necessary steps are being taken to ensure that this type of event does not occur again in the future.

Out of an abundance of caution and in order to help you detect the possible misuse of your child’s information, Easter Seals has arranged to have AllClear ID protect your child’s identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

- AllClear SECURE: The team at AllClear ID is ready and standing by if you need help protecting your child’s identity. You are automatically eligible to use this service - there is no action required on your part. If a problem arises, simply call 855-865-4457 and a dedicated investigator will do the work to recover financial losses, restore your credit and



make sure your identity is returned to its proper condition. AllClear maintains an A+ rating at the Better Business Bureau.

- AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. To use the PRO service, you will need to provide your child's personal information to AllClear ID. You may sign-up online at enroll.allclearid.com or by mail with the enclosed mail-in registration form, or by phone by calling 855-865-4457 using the following redemption code: 9999999999.

Keep a copy of this notice for your records in case of future problems with your child's medical records. For information about your medical privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection Unit at www.privacy.ca.gov.

As a precaution, we also recommend that you regularly review any Explanation of Benefits (EOB) statements that you receive or have received from your child's health insurer. If you identify services listed on your child's EOB that you believe your child did not receive, please immediately contact the appropriate health insurer. We also encourage you to review account statements and to monitor credit reports for suspicious activity. Under U.S. law, you are entitled to obtain, on behalf of your child, one free credit report annually from each of the three major credit reporting bureaus, if one exists. To order your child's free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of this credit report, if one exists.

Equifax
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19022
800-680-7289
www.transunion.com

Protection of client information remains our highest priority and we sincerely regret this incident occurred. We have established a confidential inquiry line, staffed with professionals familiar with this incident and the contents of this letter. This confidential inquiry line is available Monday through Friday, 8:00 a.m. to 8:00 p.m. C.S.T. at 855-865-4457.

Sincerely,



Gary T. Kasai
President/CEO
Easter Seal Society of Superior California